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## Valueway Express Claim Form

**Part A: For Shipper Only**

Claim Date: \_\_\_\_\_ YYYY/MM/DD

Tracking number: \_\_\_\_\_

Shipper Legal Name : \_\_\_\_\_

Shipper Signature: \_\_\_\_\_

Shipper Mailing Address: \_\_\_\_\_

Post Code: \_\_\_\_\_

**Reason for Claim: (please tick up the box)**

Lost                       Damage                       Others: \_\_\_\_\_

**Details of Claim :**

what is value of items shipped in parcel?

Merchandise Description:	Quantity	Value Amount (CAD)
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when and where did you buy it from? (Purchase Receipt Required)

How much postage did you pay for this parcel? (Original Valueway Waybill or Invoice Required)

what kind of exterior and interior packing marterial did you use for this parcel? (For Sample:Paper box, Bubble Wrap etc)

What kind of solution do you expect from Valueway?

**Supporting Documents Required: (Please tick up what you provided)**

- Consignee's page of Valueway Waybill
- Photos or Copy of Consignee's page of Other C/O Company Waybill (EMS,SF, etc) and Report of Lost, damage
- Photos of Damaged Items (both of exterior and interior of box)
- The Original Purchase Receipt of shipped items
- The email messages with any Valueway Express Employee
- Others: \_\_\_\_\_

**Part B: For Valueway Official Use Only**

**Claim Authorized : please tick up the box**

Compensation             Credit for Future             Other \_\_\_\_\_

Case Processor Name: \_\_\_\_\_

Approved By Supervisor: \_\_\_\_\_

Approved Date: \_\_\_\_\_ YYYY/MM/DD

Approved By Manager: \_\_\_\_\_

To File a claim by Email: Mail this Claim Form and your other documents to: cs.express@valueway.net

To File a claim by Mail: Mail this Claim Form and your other documents to:

**Valueway Express-Claim Processing**  
**80 galaxy blvd, Unit 20, Etobicoke, ON,M9W 4Y8**